

## UIPA Record Request Log



Hawaii's Public Records Law  
Chapter 92F, HRS

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**For detailed UIPA Log Instructions,  
Frequently Asked Questions,  
& other training materials:**

- visit OIP's website [hawaii.gov/oip](http://hawaii.gov/oip)
- click on Laws/Rules/Opinions,  
then the UIPA page:  
[http://hawaii.gov/oip/  
laws-rules-opinions/uiipa](http://hawaii.gov/oip/laws-rules-opinions/uiipa)



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**To log in a written request  
for records...**

- The Excel spreadsheet has **pop-up  
instructions** ... just mouse over  
the column heading.



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## Hawaii's Public Records Law

HRS § 92F-18 requires each agency to:

- **Inform employees** of the UIPA's requirements
- Compile a report **using forms prescribed by OIP**
- Ensure that the information remains **accurate and complete**

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## Benefits! ... the UIPA Log helps an agency to:

- **Track** its written requests for records & the agency's response
- **Report** requests & outcomes onto [data.hawaii.gov](http://data.hawaii.gov)
- **Assist** requesters
- **Calculate** fees & costs
- **Keep** government open



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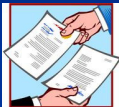
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## The UIPA Log has 3 main parts:

- **Identification**
- **Resolution of requests**
- **Fees & costs**



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## Column F:

**Q.** What is a “personal record?”

**A.** A “personal record” is a government record that contains information “about” the individual who is requesting the record.

This includes an individual’s educational, financial, or medical records, or items that reference the individual by name or otherwise.




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**Note:** Not every request for personal records would be considered a personal record request under UIPA, Part III.

- For example, it is not a personal records request if the requester seeks records “about” him or her, but the records are not readily accessible because it would require the agency to search through various files not solely dedicated to the requester.
- Also, a request for an unrelated person’s personal records is not a personal records request.




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### Columns G thru J:

- Date of agency's receipt of request
- Date agency's notice to requester was sent
- Was notice or acknowledgment **sent within 10 work days?**
- Did agency need **initial clarification** of the request in order to respond?



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[illegible]

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UPA Record Request Log 10.9.12 FY04L (Other) dp - Microsoft Excel

ALL WRITTEN REQUESTS													
(Include routine requests that are subject to agency's fee or if no Notice to Requester was sent, e.g., birth certificates, ID transcripts)													
#	Requester Name or File #	Employee ID	Personal Records Request?	Date Agency's Record Requested	Date Agency's Notice Was Sent	Notice of Acknowledgment Sent Within 10 Work Days	Date Agency's Acknowledgment Received	Date of Agency's Incremental Responses	Date Completed	If Weekdays to Complete	Request Granted In Full?	Request Denied In Full?	Fee Collected
	Brief description	Initials	FYES, enter only date "x"/"y" per law	Enter by month/day/year	FYES, enter only date "x"/"y" per law		Enter by month/day/year						For Column 13, enter "x" if "no" fee assessed
(Example 1) (routine request)	Name	AB	x	3/27/02	3/27/02	x			3/27/02				
(Example 2) (personal record)	Lee		x	3/28/02	3/29/02	x			3/29/02				
(Example 3) (non personal record)	Anonymous requester	AE		1/20/02	2/28/02				2/28/02				
(Example 4) (simple request)	Honorable Name	CD		3/28/02	2/27/02		2/28/02	2/21/02, 3/20/02 4/18/02	3/27/02				
TOTALS ***													

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UPA Record Request Log - 4.25.13 FOR TRAP@WS SCREENSHOTS - Microsoft Excel																									
ALL WRITTEN REQUESTS																									
COMPLEX REQUESTS (Extenuating Circumstances)																									
FINAL RESOLUTION OF REQUESTS																									
Requester Name or File #		Employee ID		Request Description		Date Agency's Acknowledgment Was Sent		Dates of Agency's Incremental Responses		Date Completed		# of Weekdays to Complete		Request Granted in Full?		Request Denied in Full?		Request Denied in Part?		Agency Unable to Respond to Request?		Requester Withdrawn?		Request Abandoned or Request Failed to Pay?	
If yes, enter only one "x" per box		Enter by month/day/year		Enter by month/day/year		Enter by month/day/year		Enter by month/day/year		Enter by month/day/year		Enter by month/day/year		Enter by month/day/year		Enter by month/day/year		Enter by month/day/year		Enter by month/day/year		Enter by month/day/year		Enter by month/day/year	
														</											

**Columns K & L:**  
**Complex Requests**  
 (voluminous records or extenuating circumstances):

Is it a complex request?

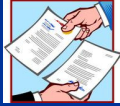
- Date agency's **acknowledgment** was sent
- Dates of agency's **incremental** responses



UPA Record Request Log - 4.25.13 FOR TRAP@WS SCREENSHOTS - Microsoft Excel																			
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Page Layout		Page Layout		Formulas		Formulas		Formulas		Formulas		Formulas		Formulas		Formulas		Formulas	
Page Layout		Page Layout		Formulas		Formulas		Formulas		Formulas		Formulas		Formulas		Formulas		Formulas	
Page Layout		Page Layout		Formulas		Formulas		Formulas		Formulas		Formulas		Formulas		Formulas		Formulas	
Page Layout		Page Layout		Formulas		Formulas		Formulas											

## The UIPA Log-- Second part is:

### 1. Identification



## 2. Resolution of requests

### 3. Fees & costs

### Columns M & N:

## Final Request Resolution

### ■ Date completed?



### ■ # of weekdays to complete is automatically calculated, based on date the request was received and date of completion.

UIPA Record Request Log 4.25.13 FOR TRAINING SCREENSHOTS - Microsoft Excel														
ALL WRITTEN REQUESTS														
(Exclude routine requests that are subject to agency's set fees or if no Notice to Requester was sent, e.g., birth certificates, DMV transcripts)														
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Requester Name or File #	Employee ID	Personal Records Request?	Date Agency Received Request	Date Agency's Notice Was Sent	Notice or Agency's Response Received Within 10 Work Days	Request Needed Initial Classification	Date Agency's Adverse Judgment Requested	Date Agency's Adverse Judgment Requested	Date Agency's Adverse Judgment Requested	Date Agency's Adverse Judgment Requested	Date Agency's Adverse Judgment Requested	Date Agency's Adverse Judgment Requested	Date Agency's Adverse Judgment Requested	Date Agency's Adverse Judgment Requested
Request description	Initial	Initial	Initial	Initial	Initial	Initial	Initial	Initial	Initial	Initial	Initial	Initial	Initial	Initial
Example 1 (Personal request)	AD		2/1/13	2/1/13										
Example 2 (Personal request)	AD		2/1/13	2/1/13										
Example 3 (Personal request)	AD		2/1/13	2/1/13										
Example 4 (Complex request)	AD		2/1/13	2/1/13										
Example 5 (Complex request)	AD		2/1/13	2/1/13										
TOTALS ***														



## Columns O thru T: Final Request Resolution

Check **only one box** in Columns O through T to explain how the request was ultimately resolved.

- Request granted in full?
- Denied in full?
- Denied in part?
- Unable to respond?
- Request withdrawn?
- Requester abandoned or failed to pay fees & costs?




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## Column U: Final Request Resolution

- Lawsuit filed?




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UPA Record Request Log 4.25.13 FOR TRAP@WS SCREENSHOTS - Microsoft Excel

ALL WRITTEN REQUESTS																
	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
1	COMPLEX REQUESTS (Extenuating Circumstances)			FINAL RESOLUTION OF REQUESTS								(No SRS fees due)				
2	Date Agency's Acknowledgment Was Sent	Dates of Agency's Incremental Responses	Date Completed	# of Weekdays to Complete	Request Granted in Full?	Request Denied in Full?	Request Denied in Part?	Agency Unable to Respond to Request?	Requester Abandoned or Requester Failed to Pay?	UPA Lawsuit Filed Against Agency?	Actual Search Hours	Actual Review/ Segrega- tion Hours	Actual Legal Review Hours	TOTAL Actual SRS & Legal Review Hours		
3	<p>Enter by month/day/year</p> <p>For Column R, enter month/day/year.</p> <p>Column T will be automatically calculated.</p> <p>Check only one box in Columns O thru T. If YES, ENTER ONLY ONE "X" in the box.</p> <p>Please enter "N/A" if a month is entered in a box, then the date will not be properly entered in this column total amount.</p> <p>Column U may be checked in addition to one of Columns O thru T.</p>															
4																
5			1/27/11	8		X									0.25	0.25
6			2/2/12	10			X								0.50	0.50
7			2/8/12	10			X								0.75	0.75
8	2/6/12	3/29/12 4/23/12	5/17/12	33			X				X	68.00	20.00	18.00	106.00	
9	Totals															

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## The UIPA Log-- Third part is:

### 1. Identification

### 2. Resolution of requests

### 3. Fees & costs




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## UIPA Log, Part 3: Fees & Costs

Automatic Calculations based on agency's  
input of hours, costs, & fee waivers

- Search, review, segregation fees (SRS)  
-- Fee waivers
- Copy/delivery costs
- Total fees and costs




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UIPA Record Request Log 4.25.13 FOR TRAP@WS SCREENSHOTS - Microsoft Excel													
ALL WRITTEN REQUESTS													
	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF
1	SEARCH, REVIEW, SEGREGATION FEES (SRS)												COPY/D
2	(No SRS fees chargeable for personal records requests, but keep track of time)												(Ext)
3	Request Abandoned or Requester Failed to Pay?	UIPA Lawsuit Filed Against Agency?	Actual Search Hours	Actual Review/ Segre- gation Hours	Actual Legal Review Hours	TOTAL Actual SRS & Legal Review Hours	TOTAL SRS Fees Incurred	Additional Response Fees Incurred But Not Chargeable	Minus \$30 Fee Waiver	Minus \$60 Fee Waiver	Fees for Personal Records	TOTAL Net SRS Fees CHARGEABLE	Gross Copy/Deliv Costs th Agency INCURRED
4	If fee has not been paid		25 = 15 minutes; 50 = 30 min; .75 = 45 min.; 1.0 = 1 hour			Automatically calculated	Estimate		Enter as a negative number for a personal records request; do not enter \$30 or \$60 fee waiver		Automatically calculated. Negative number does NOT mean that a refund is due.		INCLUDE requested costs
5			0.25			0.25	\$2.50		-\$30.00		20.00	-\$27.50	\$2.50
6			0.50	0.25		0.75	\$10.00				-\$20.00	20.00	\$2.50
7	x		0.75	3.00		3.75	\$67.50		-\$30.00		20.00	\$27.50	\$2.50
8	x		88.00	20.50	13.50	121.00	\$1,960.00	\$3,000.00	-\$60.00		20.00	\$1,900.00	\$2.50

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## Search, Review, Segregation Fees (SRS)

### Q & A

#### ■ What are SRS fees?

These are fees that the agency may charge for time spent searching for, reviewing, and segregating government records in response to a request:

\$2.50 per fifteen minutes or fraction thereof for **searching** for the record; and

\$5.00 per fifteen minutes or fraction thereof for **reviewing and segregating** the record.




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## Search, Review, Segregation Fees (SRS)

### Q & A

#### ■ Are these fees in OIP's administrative rules?

Yes, at §2-71-31 of "Agency Procedures and Fees for Processing Government Records Requests."

See the rules on OIP's website.




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UPA Record Request Log 4.25.13 FOR TRAP@W SCREENSHOTS - Microsoft Excel												
Requester Name or File #												
SEARCH, REVIEW, SEGREGATION FEES (SRS)												
(No SRS fees chargeable for personal records requests, but keep track of time)												
STS	Requester Abandoned or Requester Failed to Pay?	UPA Lawsuit Filed Against Agency?	Actual Search Hours	Actual Review/Segregation Hours	Actual Legal Review Hours	TOTAL Actual SRS & Legal Review Hours	TOTAL SRS Fees Incurred	Additional Response Fees Incurred But Not Chargeable	Minus \$10 Fee Waiver	Minus \$50 Fee Waiver	Fees for Personal Records	TOTAL Net SRS Fees CHARGEABLE
46.			25 = 15 minutes; 50 = 30 mins; 75 = 45 min.; 1.0 = 1 hour			Automatically calculated	Estimate	Enter as a negative number. For a personal records request, do not enter \$10 or \$50 fee waiver			Automatically calculated. Negative number does NOT mean that a refund is due.	
1												
2												
3												
4												
5												
6												
7												
8												

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## Search, Review, Segregation Fees (SRS)

### Q & A

#### ■ How are fee waivers recorded on the log?

Enter the waiver as a negative number (“-30.00” or “-60.00”).

For a personal records request, do not enter the \$30 or \$60 fee waiver because SRS fees may not be charged in the first place.



UPA Record Request Log 4.25.13 FOR TRAP@WS SCREENSHOTS - Microsoft Excel

Requester Name or File #												
ST5	T	U	Y	M	X	Z	AA	AB	AC	AD	AE	AF
SEARCH, REVIEW, SEG (No SRS fees chargeable for personal records requests, but keep track of time)												
Requester Abandoned or Requester Failed to Pay?	UPA Lawsuit Filed Against Agency?	Actual Search Hours	Actual Review/Segregation Hours	TOTAL Actual SRS & Legal Review Hours	TOTAL SRS Fees Incurred	Additional Response Fees Incurred But Not Chargeable	Minus \$30 Fee Waiver	Minus \$60 Fee Waiver	Fees for Personal Records	TOTAL Net SRS Fees CHARGEABLE		
Ed. LY ONE "x" in the box, then the data will not be sent. (max 0 Resp.T.)			25 = 15 minutes; 56 = 30 min; 75 = 45 min; 1.0 = 1 hour		Automatically calculated	Estimate	Enter as a negative number. For a personal records request, do not enter \$30 or \$60 fee waiver		Automatically calculated. Negative number does NOT mean that a waiver is done.			
			0.25		0.25	\$2.50			\$0.00	-\$2.50		
			0.50	0.25	0.75	\$10.00			-\$20.00	\$0.00		
	x		0.75	3.00	3.75	\$67.50			-\$30.00	\$0.00		
	x		95.00	20.50	115.50	\$1,960.00			-\$60.00	\$0.00		

UPA Record Request Log 4.25.13 FOR TRAP@WS SCREENSHOTS - Microsoft Excel

Requester Name or File #												
ST5	T	U	Y	M	X	Z	AA	AB	AC	AD	AE	AF
SEARCH, REVIEW, SEGREGATION FEES (SRS) (No SRS fees chargeable for personal records requests, but keep track of time)												
Requester Abandoned or Requester Failed to Pay?	UPA Lawsuit Filed Against Agency?	Actual Search Hours	Actual Review/Segregation Hours	TOTAL Actual SRS & Legal Review Hours	TOTAL SRS Fees Incurred	Additional Response Fees Incurred But Not Chargeable	Minus \$30 Fee Waiver	Minus \$60 Fee Waiver	Fees for Personal Records	TOTAL Net SRS Fees CHARGEABLE		
Ed. LY ONE "x" in the box, then the data will not be sent. (max 0 Resp.T.)			25 = 15 minutes; 56 = 30 min; 75 = 45 min; 1.0 = 1 hour		Automatically calculated	Estimate	Enter as a negative number. For a personal records request, do not enter \$30 or \$60 fee waiver		Although the value is entered by the agency as a negative dollar amount, the fee will not be charged. The value "minus" will calculate the number of \$30 fee waivers granted by the agency, which will be reported to data handlers.			
			0.25		0.25	\$2.50			\$0.00	-\$2.50		
			0.50	0.25	0.75	\$10.00			-\$20.00	\$0.00		
	x		0.75	3.00	3.75	\$67.50			-\$30.00	\$0.00		
	x		95.00	20.50	115.50	\$1,960.00			-\$60.00	\$0.00		

UPA Record Request Log 4.25.13 FOR TRAP@W SCREENSHOTS - Microsoft Excel

Requester Name or File #									
Z	AA	AB	AC	AD	AE	AF	AG	AH	AI
SEARCH, REVIEW, SEGREGATION FEES (SRS) (No SRS fees chargeable for personal records requests, but keep track of time)					COPY/DELIVERY COSTS (Exclude SRS Fees)				
1									
2	TOTAL SRS Fees Incurred	Additional Response Fees Incurred But Not Chargeable	Minus \$30 Fee Waiver	Minus \$60 Fee Waiver					
3	Automatically calculated	Estimate	Enter as a negative number for a personal records request, do not enter \$30 or \$60 fee waiver						
4									
5	\$2.50								
6	\$10.00								

**Column AC, Minus \$60 Fee Waiver:** The agency must grant the \$60 public interest waiver of SRS fees (not copy/delivery costs) for a government record request when (1) the request for such waiver is supported by a statement of facts, including the requester's identity, and (2) the agency finds that the waiver would be in the public interest. § 2-71-32 (4) H.A.R. A \$60 public interest fee waiver is in the public interest when (1) the requested record pertains to an agency's operation or activities (but the record's relative importance to the public is not applicable in applying the waiver); (2) the record is not readily available in the public domain; and (3) the requester has the primary intention and actual ability to widely disseminate information from the government record to the general public at large. § 2-71-32 (5) H.A.R. Enter as a negative number "-60" in this box if the public interest fee waiver is granted by the agency. (See Example 4.) Do not enter the \$60 fee waiver if this is a personal record request (see Sample 2) or if the \$30 fee waiver is granted (see Examples 1 and 3). Although the waiver is entered as a negative dollar amount so that fees can be properly calculated, the column "total" highlighted in yellow will calculate the number of \$60 fee waivers granted by the agency, which will be reported to data.hawaii.gov.

## Search, Review, Segregation Fees (SRS) Q & A

- **What about personal records?**  
No SRS fees are chargeable for **personal** records requests, but keep track of time.
- **What about net SRS fees?**  
Net SRS fees chargeable will be **automatically calculated** (without personal record amounts or fee waivers).

UPA Record Request Log 4.25.13 FOR TRAP@W SCREENSHOTS - Microsoft Excel

Requester Name or File #									
V	W	X	Y	Z	AA	AB	AC	AD	AE
SEARCH, REVIEW, SEGREGATION FEES (SRS) (No SRS fees chargeable for personal records requests, but keep track of time)					COPY/DELIVERY COSTS (Exclude SRS Fees)				
1									
2	Actual Search Hours	Actual Review/Segregation Hours	Actual Legal Review Hours	TOTAL Actual SRS & Legal Review Hours	TOTAL SRS Fees Incurred	Additional Response Fees Incurred But Not Chargeable	Minus \$30 Fee Waiver	Minus \$60 Fee Waiver	Fees for Personal Records
3	25 = 15 mins, 50 = 30 mins, 75 = 45 mins, 1.0 = 1 hour			Automatically calculated	Estimate		Enter as a negative number for a personal records request, do not enter \$30 or \$60 fee waiver		Automatically calculated number does NOT enter
4									
5	0.25			0.25	\$2.50				
6	0.50	0.25		0.75	\$20.00				
7	0.75	3.00		3.75	\$27.50				
8	88.00	29.50	18.00	135.50	\$1,160.00	\$5,000.00			

**Column AE, Fees for Personal Records:** Automatically calculated. Based on individual requests marked as "P" for personal records requests. This accessible personal records under Part B of the UPA, the amount of SRS fees for these requests is automatically calculated in Column AE. For this calculation to work, the agency must properly identify a personal records request by marking an "X" in Column Y. A negative number in Column AE does not mean that the requester is entitled to a refund. The column must be highlighted in yellow to calculate the total dollar amount of SRS fees for personal records requests that could not be charged by the agency, which will be reported to data.hawaii.gov.

UPA Record Request Log 4.25.13 FOR TRAP@90 SCREENSHOTS - Microsoft Excel

Requester Name or File #									
X	Y	Z	AA	AB	AC	AD	AE	AF	AG
SEARCH, REVIEW, SEGREGATION FEES (SRS) (No SRS fees chargeable for personal records requests, but keep track of time)							COPY/DELIVERY COSTS (Exclude SRS Fees)		
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UPA Record Request Log 4.25.13 FOR TRAP@90 SCREENSHOTS - Microsoft Excel

Requester Name or File #									
X	Y	Z	AA	AB	AC	AD	AE	AF	AG
SEARCH, REVIEW, SEGREGATION FEES (SRS) (No SRS fees chargeable for personal records requests, but keep track of time)							COPY/DELIVERY COSTS (Exclude SRS Fees)		
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**Columns AF & AG:**  
**Copy/Delivery Costs**

- **Gross** copy/delivery costs that agency actually **incurred**, but may not have totally recovered
  - **Include** copies made for redaction
- **Net** copy/delivery costs properly **chargeable** to requester
  - **Exclude** copies made for redaction
  - **Include** copies made of electronic record if requester wants them faxed, mailed, or provided in a physical form



UBA Record Request Log - 4.25.13 FOR TRAP@W SCREENSHOTS - Microsoft Excel												
Requester Name or File #												
AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK		
SEGREGATION FEES (SRS)					COPY/DELIVERY COSTS		TOTAL FEES AND COSTS					
mal records requests, but keep track of time)					(Exclude SRS Fees)							
AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK		
Additional Response Fees	Misses \$30 Fee Waiver	Misses \$60 Fee Waiver	Fees for Personal Records	TOTAL Net SRS Fees CHARGEABLE	Gross Copy/Delivery Costs that Agency INCURRED	Net Copy/Delivery Costs CHARGEABLE to Requester	TOTAL Fees & Costs ACTUALLY PAID by Requester	TOTAL Net Fees & Costs CHARGEABLE	TOTAL Gross Fees & Costs Agency INCURRED	TOTAL Gross Fees & Costs INCURRED BUT NOT CHARGED		
Estimate	Enter as a negative number. For a personal records request, do not enter \$30 or \$60 fee waiver	Enter as a negative number. For a personal records request, do not enter \$30 or \$60 fee waiver	Automatically calculated. Negative number does NOT mean that a refund is due.		INCLUDE retracted copy costs	EXCLUDE retracted copy costs	Enter amount, which may be less than column AF		Automatically calculated			
	-\$30.00				\$10.00		\$10.00	\$10.00	\$10.00	\$12.50		
					\$15.00		\$5.00	\$5.00	\$25.00	\$20.00		
	-\$30.00				\$0.00		\$0.00	\$17.50	\$67.50	\$67.50		
	\$5,000.00	-\$60.00			\$45.00	\$20.00	\$1,315.00	\$1,820.00	\$6,715.00	\$5,400.00		

Columns AH thru AK:  
**Total Fees & Costs**  
(this last section shows the “bottom line”  
for agency fees & costs)



Agency to input:

- Total fees & costs **actually paid** by requester

Log automatically calculates (for statistical purposes):

- Total net fees & costs **chargeable**
- Total gross fees & costs **incurred**
- Total gross fees & costs **incurred but not charged**

UBA Record Request Log - 4.25.13 FOR TRAP@W SCREENSHOTS - Microsoft Excel												
Requester Name or File #												
AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK			
TION FEES (SRS)					COPY/DELIVERY COSTS		TOTAL FEES AND COSTS					
requests, but keep track of time)					(Exclude SRS Fees)							
AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK			
Misses \$30 Fee Waiver	Misses \$60 Fee Waiver	Fees for Personal Records	TOTAL Net SRS Fees CHARGEABLE	Gross Copy/Delivery Costs that Agency INCURRED	Net Copy/Delivery Costs CHARGEABLE to Requester	TOTAL Fees & Costs ACTUALLY PAID by Requester	TOTAL Net Fees & Costs CHARGEABLE	TOTAL Gross Fees & Costs Agency INCURRED	TOTAL Gross Fees & Costs INCURRED BUT NOT CHARGED			
Enter as a negative number. For a personal records request, do not enter \$30 or \$60 fee waiver	Automatically calculated. Negative number does NOT mean that a refund is due.		INCLUDE retracted copy costs	EXCLUDE retracted copy costs	Enter amount, which may be less than column AF	Automatically calculated						
-\$30.00	20.00	-\$27.50	\$10.00		\$10.00	\$10.00	\$10.00	\$12.50	\$1.50			
	-\$20.00	20.00	\$15.00		\$5.00	\$5.00	\$5.00	\$25.00	\$20.00			
-\$30.00	20.00	\$27.50	\$0.00		\$0.00	\$17.50	\$17.50	\$67.50	\$67.50			
-\$60.00	20.00	\$1,830.00	\$45.00		\$1,815.00	\$1,820.00	\$6,715.00	\$5,400.00				

## UIPA Record Request Log



Mahalo!

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**For detailed UIPA Log Instructions,  
Frequently Asked Questions,  
& other training materials:**

- see OIP's website [hawaii.gov/oip](http://hawaii.gov/oip)
- click on Laws/Rules/Opinions,  
then the UIPA page:  
[http://hawaii.gov/oip/  
laws-rules-opinions/uipa](http://hawaii.gov/oip/laws-rules-opinions/uipa)



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## Need Help?

- Call OIP [586-1400](tel:586-1400)
- E-mail: [oip@hawaii.gov](mailto:oip@hawaii.gov)
- OIP website:  
[www.hawaii.gov/oip](http://www.hawaii.gov/oip)



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